

WIC UPC Issue Research

Situation: Participant reports that an item is not going through at the store

Clinic staff Response:

- ✓ Ask HH#/Participant ID#
- ✓ Ask about item being purchased (attempted)
- ✓ Location (store, city)
- ✓ Check SPIRIT food package issued
- ✓ Check SOAR to ensure it was sent over correctly, and that there is the correct balance
- ✓ What happened at the store (what did cashier say, what did receipt say)
- ✓ Get as much information about the item as possible
 - Product description (size, type, flavor, quantity...)
 - Product UPC
 - Ideally- they could submit the item via WIC Shopper with pictures or using the online form or via online form, otherwise all information could be sent to State to research

State Staff:

- ✓ Get as much information as possible from participant and/or clinic staff (see above)
- ✓ Check... SPIRIT (clinic) and SOAR to ensure issuance matches product purchase attempt
- ✓ If this all looks good- check back end set up
 - SPIRIT Reference Utility
 - Food Item Set up (note whether it is an eWIC only item or not)
 - Food Distribution item set up (including the assigned cat/sub cat)
 - Cat and Sub cat set up (check UOM, description, size, etc.)
 - UPC in SPIRIT (check if approved, allowed on WIC, assigned to correct cat/sub cat)
 - SOAR
 - Check under the Food Management section
 - Look at the cat/sub cat and make sure it matches what was issued
 - Look to make sure it is ACTIVE
 - Look up UPC and verify that it is assigned to the right cat/sub cat
 - Verify the issuance to the participant matches

When issue is found:

- ✓ Check with Nutritionist & Blair/IT to ensure the fix is appropriate
- ✓ IT will fix it (Blair)
- ✓ Follow through to ensure that the fix worked (may be 1-4 days later depending on issue)
- ✓ Test it
- ✓ Verify that the participant is taken care of and is able to buy their product
- ✓ Share the issue with other staff and pilot staff so we know the issue & resolution